

California State Assembly

Compliments of

ASSEMBLY MEMBER

Cathleen Galgiani

Dear Friend,

Reports of abuse, neglect and exploitation of the elderly continue to increase.

Whether it is in a pattern of family violence, or as a result of institutional violence, such abuse is a tragedy you can help prevent.

If you have cause to believe that the physical or mental health of an elderly or disabled person has been adversely affected by abuse or neglect, you may report this to appropriate authorities. The information contained in this booklet will help you recognize symptoms of abuse and neglect and tell you where to report them.

My staff and I are always on hand to serve our constituents in any of their concerns. Please write, call, or visit us if we can be of any assistance.

Sincerely,



CATHLEEN GALGIANI

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Stopping Elder Abuse

Seniors are being abused both physically and mentally in the United States.

- ▶ Seniors must be especially careful in their own care facilities

Residential care facility operators are often the ones most likely to abuse seniors on a consistent basis.

- ▶ Thoroughly research a facility before entering into it. This is going to be your home; make sure you are comfortable being there.



Abuse can also come from a senior's own family members.

Neglect of seniors is an issue which seniors must be aware of and understand.

Neglect includes failure to:

- ▶ **Prevent malnutrition**
- ▶ **Provide medical care**
- ▶ **Assist with personal hygiene**
- ▶ **Furnish food, clothes, or shelter**

Any senior experiencing any of these conditions should report to the authorities immediately.

Seniors and Fraud: HOW TO PROTECT YOURSELF

Fraud is a major concern for seniors today, especially telemarketing fraud.

Telemarketing fraud is a \$40 billion a year illegal industry, with seniors being the most frequent victims.

Suggestions on how to identify and avoid telemarketing schemes:

- ▶ First and foremost, do not be afraid or think you are being rude: **HANG UP THE PHONE!**
- ▶ Do not be taken in by fraud. **Be A Fraud Fighter!**
- ▶ Do not accept a collect call from someone you do not know.
- ▶ Do not get caught up with unsolicited calls for charities, victims of disaster, or other nonsense. Tell the caller to mail any information. But, if they do not have your address, do not give it to them.
Refer to Rule Number 1: HANG UP!
- ▶ Ignore the high-pressure sale. The law states a telemarketer must give you time to make up your mind. If they do not give you time, it is probably a fraud.



- ▶ Ask the caller to send you written material to study before you make a purchase.
- ▶ Be suspicious of bulk rate mail stating you have won a prize.
- ▶ Do not share any personal information with any strangers.
- ▶ Do not give any unsolicited callers your bank or credit card number, social security number,

address, or Medicare number. They can use this information to withdraw money from your account without your permission.

- ▶ Do not agree to buy anything or subscribe to any service without talking it over with someone you know and trust.

You have the ability to protect yourself from abuse and fraud.

To report suspicious telemarketing calls, junk mail solicitations or advertisements, call the Attorney General at (800) 952-5225.

FOR MORE INFORMATION OR ASSISTANCE CALL:

Elder Abuse Hotline (800) 722-0432

California Department of Aging (800) 510-2020

STOPPING ELDER ABUSE

- ▶ **AREAS OF CONCERN FOR SENIORS**

